Inquire	Record		Call	Responded		Resolution		
Date	ID	CA nbr	taken by	by	Inquiry	Date	Resolution	Category
							Customer Service stated that	9 1
							the Supervisor would be	
							counseled. Supervisor was	
					Customer requested a female		counseled and the customer was	
					OPR which was unavailable,		notified. It was discovered that the	
					but Supervisor provided the		Supervisor stated they would	
					wrong information of		provide a female, but there was	Service Complaints - Speech to
6/13/12	48783	Mitch	Melissa	Melissa	availability of an OPR.	6/13/2012	not a female OPR available.	Speech Call Handling Problems
							Customer Service apologized and	
							attempted test calls, which were	
							successful. Customer Service	
					Customer stated there has been		suggested that the	
					static on the line when she uses		customer contact their telephone	Technical Complaints -
6/15/12	48961		Tina	Tina	the relay.	6/15/2012	company. Customer understood.	Miscellaneous
					Customer suggested that		Customer Service explained that	
					instead of just bringing a		the OPR must be able to call for a	
					Supervisor to the line that the		Supervisor at anytime and stated	
					OPR should ask the customer		that their suggestion would be	
					if they would like a		forwarded to management.	Service Complaints - Speech to
6/23/12	49715		Jody	Jody	Supervisor.	6/23/2012	Customer was satisfied.	Speech Call Handling Problems
							Customer Service explained	
							that Paetec was not a participating	
							provider through the relay.	
							Customer Service set up a	
							temporary profile in order for calls	
							to be placed properly. Customer	
							was satisfied. As of May 31,	
					Customer requested Paetec as		2013, Paetec is still not a	Technical Complaints - Carrier
			_		their long distance provider		participating provider through the	Choice Not Available/Other Equal
6/25/12	49214		Tom	Tom	through the relay.	6/25/2012	relay.	Access
							Customer Service apologized and	
							stated that the OPR would be	
							monitored frequently. OPR	
							continues to be monitored	
							frequently. Testing of the	
					Customer stated that the OPR		workstations and headsets	
6/26/10	10.655	1040	3.6.11	36.11	speaks softly and they are	6/26/2016	occurred with no issues.	Service Complaints - Speech to
6/26/12	49655	1240	Melissa	Melissa	unable to hear them.	6/26/2012	Customer was notified.	Speech Call Handling Problems

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							Customer Service apologized and	
							explained that they would forward	
							the information to the technical	
							department. The technical	
							department discovered that there	
							had been no long distance calls	
							placed by the customer through	
					Customer stated their long		the relay. It was verified that the	
					distance carrier is not listed in		profile information was displaying	Technical Complaints -
6/28/12	49825		Lonnie	Lonnie	their profile.	6/28/2012	correctly. Customer was notified.	Miscellaneous
							Customer Service stated that the	
							OPR would be counseled. OPR	
					Customer stated that the OPR		was counseled. Monitoring has	
					was replaced on a call and did		occurred and OPR is handling	
					not leave any of the notes for		calls according to policy.	Service Complaints - Speech to
6/29/12	49850	9061	Melissa	Melissa	the next person.	6/29/2013	Customer was notified.	Speech Call Handling Problems
					1		Customer Service apologized and	
							stated that the information would	
							be forwarded to the technical	
							department. It was discovered that	
					Customer stated after		the connection was changed, but	
					providing the number they did		the call was disconnected due to	
					not receive a response from the		no response from the	Service Complaints -
7/10/12	50697	4043	Eric	Eric	OPR.	7/10/2012	customer. Customer was notified.	Miscellaneous
7,10,12	20077	10.0	2.10		0110	//10/2012	Customer Service apologized and	111150114110045
							stated that the OPR would be	
							counseled. OPR was	
							counseled. Monitoring has	
							occurred and OPR is handling	
					Customer stated that OPR did		calls according to policy.	Service Complaints - Speech to
7/10/12	51981	1184	David	David	not speak clearly.	7/10/2012	Customer was notified.	Speech Call Handling Problems
7/10/12	51701	1107	David	David	not speak cicarry.	7/10/2012	Customer Service suggested	Specen can Handing Hobients
							moving their equipment to another	
					Customer stated they are able		room to see if they could place	
					to receive calls on their		calls. After moving the	
					equipment, but unable to place		equipment, customer was able to	External Complaints -
7/12/12	50719		Melissa	Melissa	calls.	7/12/2012	place calls successfully.	Miscellaneous
1/12/12	30/17		IVICIISSA	IVICIISSA	cans.	//12/2012	Customer Service apologized and	wiiscendiieous
							attempted to acquire additional	
					Customer stated the staff does		information, but the customer	Service Complaints -
7/16/12	51115		Tom	Tom		7/16/2012	,	
7/16/12	51115		Tom	Tom	not know anything.	7/16/2012	disconnected.	Miscellaneous

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							Customer Service placed a test	
							call to directory assistance through	
							the relay, which was successful.	
							Customer Service suggested the	
					Customer stated they were		customer attempt their call again.	
					unable to reach directory		Customer understood and was	External Complaints -
7/20/12	51348	9061	Melissa	Melissa	assistance through the relay.	7/20/2013	satisfied.	Miscellaneous
7720712	31310	7001	Wichissa	Wichst	assistance through the relay.	772072013	Customer Service apologized and	Wilsechancous
							requested a copy of the bill for	
							possible reimbursement.	
							Customer Service provided the	
							mailing address. Customer	
							understood. A copy of the bill	
					Customer stated the OPR		was not received from the	Service Complaints - OPR
7/21/12	51468	4060	Trisha	Trisha	misdialed a number.	7/21/2012	customer.	Misdialed Number
					Customer stated they do not			
					like the new call routing for		Customer Service apologized and	
					Speech to Speech users with		updated the profile to ensure the	
					the relay and requested that		customer reaches a non Speech to	
					their calls be set to a non		Speech OPR. Customer was	Service Complaints - Speech to
0/7/10	52600		T:	Tina		0/7/2012	satisfied.	
8/7/12	52609	1	Tina	1 ina	Speech to Speech OPR.	8/7/2012		Speech Call Handling Problems
							Customer Service apologized and	
							forwarded information to the	
							technical department. OPR's	
							headset and workstation were	
							tested to ensure they were working	
					Customer stated the OPR was		properly. OPR's headset was	Service Complaints - Speech to
8/21/12	53526	1184	Ryan	Ryan	inaudible.	8/21/2012	replaced and customer notified.	Speech Call Handling Problems
							Customer Service apologized and	
							stated the OPR would be	
							counseled. The information was	
							forwarded to the technical	
							department for further	
							investigation. The technical	
							department discovered that the	
					Customer stated the OPR did		customer's line disconnected.	Service Complaints - OPR Did Not
8/23/12	54044	9118	Kim	Kim	not keep them informed.	8/23/2012	Customer was notified.	Keep User Informed

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							Customer Service apologized and	
							forwarded information to the	
							technical department. OPR's	
							headset and workstation were	
							tested to ensure they were working	
					Customer stated the OPR was		properly. OPR's headset was	Service Complaints - Speech to
8/24/12	54133	1184	David	David	inaudible.	8/24/2012	replaced and customer notified.	Speech Call Handling Problems
							Customer Service discovered that	
							the information was from	
					Customer stated they received		a telemarketing service. Customer	
					charges on their bank		Service advised the customer to	
					statement and was provided		contact their bank to dispute the	External Complaints -
8/27/12	55613		Melissa	Melissa	the relay's number.	8/27/2012	charges. Customer understood.	Miscellaneous
							Customer Service apologized and	
							stated that the OPR would be	
							monitored frequently. Monitoring	
							has occurred and the OPR is	
					Customer stated the OPR gave		handling calls according to policy.	Service Complaints - Speech to
9/18/12	57214	1337	Melissa	Melissa	them a hard time on their call.	9/18/2012	Customer was notified.	Speech Call Handling Problems
27.20.22						27107202	Customer Service apologized and	
							stated that the OPR would be	
							counseled on proper call handling.	
					Customer stated they thought		OPR was counseled. Monitoring	
					the OPR was making excuses		has occurred and OPR is handling	
					when the customer requested a		calls according to policy.	Service Complaints - Speech to
9/26/12	56760	9013	Kim	Kim	Supervisor.	9/26/2012	Customer was satisfied.	Speech Call Handling Problems
7/20/12	20700	7015	TKIIII	11111	Supervisor.	J/ 20/ 2012	Customer Service apologized and	Special Carl Handing Hoolems
							stated that OPRs will be	
							counseled. OPRs have been	
							counseled. Monitoring	
					Customer stated the OPRs do		has occurred and OPRs are	
					not follow their voice mail		handling calls according to policy.	Service Complaints - Speech to
10/9/12	58739		Eric	Eric	instructions.	10/9/2012	Customer understood.	Speech Call Handling Problems
10/ // 12	30137		Life	Lite	msu uctions.	10/ // 2012	Customer Service apologized and	Speech Can Handing 1 Tooleins
							stated the OPRs headset would be	
							tested. OPRs headset was tested	
							and discovered to be functioning	
					Customer stated the OPR		properly. Customer was notified	Service Complaints - Speech to
10/10/12	59138	1184	David	David	needs a different headset.	10/10/2012	and satisfied.	
10/10/12	39138	1184	David	David	needs a different neadset.	10/10/2012	and saustied.	Speech Call Handling Problems

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							Customer Service apologized and	
							explained the OPR would be	
							counseled. OPR was counseled.	
							Monitoring has occurred and OPR	
							is handling calls according to	
							policy. Customer Service	
							explained that at the time there are	
					Customer stated the OPR was		no male OPRs available.	
					not speaking loud enough to be		Customer understood and their	
					heard and requested a male		call was processed by a different	Service Complaints - Speech to
10/22/12	59076	1184	Ryan	Ryan	OPR.	10/22/2013	female OPR.	Speech Call Handling Problems
				Ť			Customer Service apologized and	1
							stated that the OPRs will be	
							counseled. OPRs were counseled.	
					Customer stated that all male		Monitoring has occurred and	
					OPRs mimic the customer		OPRs are handling calls according	Service Complaints - Speech to
10/25/12	59437		Melissa	Melissa	during calls.	10/25/2012	to policy. Customer was notified.	Speech Call Handling Problems
					#g		Customer Service apologized and	
							explained that the other party's	
					Customer stated they reached a		line may be experiencing trouble	
					recording stating their party's		with their telephone	External Complaints -
10/29/12	59607		Melissa	Melissa	line was out of service.	10/29/2012	line. Customer understood.	Miscellaneous
10/25/12	37007		Wichsu	Wichissu	Customer, who was a VCO	10/25/2012	inc. customer understood.	Wilsechaneous
					user, stated that they were			
					unable to understand the other			
					party due to their accent.		Customer Service suggested using	
					Customer stated that they		the relay to contact the other party,	
					received a call that was not		in order to read the typed	External Complaints -
10/30/12	59769		Melissa	Melissa	placed through the relay.	10/30/2012	response. Customer understood.	Miscellaneous
10/30/12	33103	+	MICHSSA	IVICIISSA	placed unough the relay.	10/30/2012	Customer Service apologized and	iviiscendificous
					Customer stated that they were		explained that the relay was	
					disconnected during their			
					conversation. Customer		experiencing technical issues. Customer understood. Issue was	
		41576						Taskaisal Commisints Line
11/1/12	50071	4157f	M-1:	Maliana	inquired if something was	11/1/2012	resolved and customer was	Technical Complaints - Line
11/1/12	59871	4085f	Melissa	Melissa	wrong.	11/1/2012	notified.	Disconnected

11/15/12	60632	Lonnie	Tina	Tina	thought the Supervisor was on their call and did not identify.	11/15/2012	aware they are on the line. Customer disconnected.	Service Complaints - Speech to Speech Call Handling Problems
					Customer stated that they		OPR and the customer may not be	
					Contains an atotal distribution		when a Supervisor is assisting an	
							explained that there may be times	
							Customer Service apologized and	
11/8/12	60208	9061	Melissa	Melissa	minute.	11/8/2012	disconnect. Customer understood.	Speech Call Handling Problems
11/0/12	£0200	00.61	3.6.11	3.6.11	they can only hold for one	11/0/2015	exceeded the OPR would have to	Service Complaints - Speech to
					restroom and the OPR replied		but once the hold time has been	
					to hold while they went to the		the OPR can hold for a short time,	
					Customer requested the OPR		Customer Service explained that	
11/8/12	60205	1040	Melissa	Melissa	number on their speed dial.	11/8/2012	Customer was notified.	Speech Call Handling Problems
					OPR was unable to locate a		calls according to policy.	Service Complaints - Speech to
					Customer was upset that the		occurred and OPR is handling	
							was counseled. Monitoring has	
							number was in their profile. OPR	
							frequently as the speed dial	
							counseled and monitored	
							stated the OPR would be	
							Customer Service apologized and	
11/7/12	60206	1264	Melissa	Melissa	louder.	11/7/2012	and volume.	Speech Call Handling Problems
					whispers and would not speak		continues to improve projection	Service Complaints - Speech to
					Customer stated that the OPR		was working properly. OPR	
							headset was checked to ensure it	
							monitored on voice clarity. OPRs	
							stated that the OPR would be	
							Customer Service apologized and	
11/7/12	60184	9025	Donte	Donte	not provided one.	11/7/2012	was notified.	Speech Call Handling Problems
					different female OPR, but was		female OPRs available. Customer	Service Complaints - Speech to
					name. Customer requested a		that time, there was no additional	
					the OPR provided the wrong		Customer Service explained that at	
					asked for their name and		calls according to policy.	
					Customer stated the other party		occurred and OPR is handling	
							counseled. Monitoring has	
							the incorrect name. OPR was	
							counseled, concerning providing	
							stated that the OPR would be	
I							Customer Service apologized and	

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							Customer Service apologized and	
							explained the OPR would be	
							counseled. OPR was counseled.	
							OPR's headset was checked to	
							ensure it was working properly.	
					Customer stated the OPR was		Monitoring has occurred and OPR	
					not speaking loud enough to be		is handling calls according to	Service Complaints - Speech to
11/22/12	61287	1320F	Melissa	Melissa	heard.	11/22/2012	policy. Customer was notified.	Speech Call Handling Problems
					Customer stated that there		Customer Service apologized and	
					should be more female Speech		explained that the calls reach the	
					to Speech OPRs in the		next available OPR. At that time,	
					morning, as the females are		the customer may request a	
					always busy when the		different gender OPR, but there	
					customer wishes to place a		may not always be one available.	Service Complaints - Speech to
12/4/12	62461	1337	Melissa	Melissa	call.	12/4/2012	Customer hung up.	Speech Call Handling Problems
12/4/12	02401	1337	Menssa	Menssa	Call.	12/4/2012	Customer Service apologized and	Speech Can Handling Floblenis
							stated the OPRs would be	
							counseled. OPRs have been	
					C + 141 + OPP			
					Customer stated that OPRs		counseled. Monitoring has	
10/5/10	61010		3.6.11	3.6.11	were very argumentative and	10/5/0010	occurred and the OPRs are	Service Complaints - Speech to
12/6/12	61843		Melissa	Melissa	do not follow instructions.	12/6/2012	handling calls according to policy.	Speech Call Handling Problems
							Customer Service apologized and	
							stated that the OPR would be	
							counseled. OPR was counseled.	
							Monitoring has occurred and OPR	
					Customer stated that the		is handling calls according to	Service Complaints - Speech to
12/10/12	62037	9141M	Melissa	Melissa	OPR's voice sounded horrible.	12/10/2012	policy.	Speech Call Handling Problems
							Customer Service advised the	
							customer to contact their	
							telephone provider to remove the	
					Customer stated that they were		call waiting feature from their	
					on a telephone call when		phone. Customer Service	
					someone attempted to reach		explained by turning this feature	
					them. Their party became		off it would ensure the phone goes	
					worried because the phone line		busy instead of ringing when they	
					continued to ring, instead of		are already on the line. Customer	External Complaints -
12/10/12	62039		Melissa	Melissa	reaching a busy signal.	12/10/2012	understood.	Miscellaneous
							Customer Service apologized and	
							stated that the OPR would be	
					Customer stated the OPR did		counseled. OPR was counseled.	
					not verify their information		Monitoring has occurred and OPR	Service Complaints - Speech to
12/14/12	62460	4083	Melissa	Melissa	during the recording prompts.	12/14/2012	is handling calls according to	Speech Call Handling Problems
14/17/14	02 100	1005	111011000	111011334	adding the recording prompts.	12/17/2012	is manding cans according to	Specen cuit francinia i 100101113

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							policy.	
							Customer Service apologized and	
							explained that calls are answered	
							by the next available OPR.	
					Customer stated they continue		Customer Service explained that	
					to reach the same OPR while		they could request another OPR to	
					placing a call through the		process their call. Customer	Service Complaints - Speech to
12/14/12	62465		Melissa	Melissa	relay.	12/14/2012	understood.	Speech Call Handling Problems
12/14/12	02403		MICHSSA	IVICIISSA	161ay.	12/14/2012	Customer Service forwarded the	Speech Can Handing Floorens
						1	information to the technical	
							department. The technical	
					Customer stated they were		department discovered an issue at	T
10/00/10		40.40		_	receiving text without spacing	10/00/0010	the relay. Issue has been resolved	Technical Complaints -
12/20/12	62678	4040	Dave	Dave	on their equipment.	12/20/2012	and customer was notified.	Miscellaneous
							Customer Service apologized and	
							explained the OPR would be	
							counseled. OPR's headset	
							was checked, which was working	
					Customer stated that the OPR		correctly. OPR was counseled.	
					was not speaking loud enough		Monitoring has occurred and OPR	
					to be heard and that the other		is handling calls according to	Service Complaints - Speech to
1/3/13	63425	1320	Jason	Jason	party could not hear the OPR.	1/3/2013	policy. Customer was notified.	Speech Call Handling Problems
							Customer Service apologized and	
							stated that the OPR would be	
							monitored on voice clarity.	
							Monitoring has occurred and	
					Customer stated that the		OPR is handling calls according to	Service Complaints - Speech to
1/4/13	63423	1266	Melissa	Melissa	OPR's voice tone was horrible.	1/4/2013	policy. Customer was notified.	Speech Call Handling Problems
							Customer Service apologized	
						1	and stated OPR would be	
							counseled. OPR was counseled.	
							Monitoring has occurred and OPR	
					Customer stated OPR was not		is handling calls according to	Service Complaints - Speech to
1/8/13	63598	1266	Melissa	Melissa		1/8/2013		
1/8/13	63598	1266	Melissa	Melissa	speaking clearly.	1/8/2013	policy. Customer was notified.	Speech Call Handling Problems

1/17/13	64048		Melissa	Melissa	profiles are too small and holds limited information.	1/17/2013	not be maintained in the profile. Customer understood.	Service Complaints - Speech to Speech Call Handling Problems
					Customer stated that the		explained that some details can	
							Customer Service further	
							for call directive information.	
							explained that the profile is only	
							Customer Service apologized and	
1/17/13	64047	9061	Melissa	Melissa	call information.	1/17/2013	policy. Customer was notified.	Speech Call Handling Problems
					already discarded the previous		OPR is handling calls according to	Service Complaints - Speech to
					to redial, but the OPR had		Monitoring has occurred and the	
					Customer requested the OPR		counseled. OPR was counseled.	
							stated that the OPR would be	
							Customer Service apologized and	
1/16/13	63960	9128	Tina	Tina	call.	1/16/2013	Customer was satisfied.	Speech Call Handling Problems
					and does not respond during a		calls according to policy.	Service Complaints - Speech to
					does not understand her voice		has occurred and OPR is handling	
					Customer stated that the OPR		OPR was counseled. Monitoring	
							different OPR to process their call.	
							the customer may request a	
							Customer Service explained that	
							stated OPR would be counseled.	
2, 22, 20						2, 22, 202	Customer Service apologized and	
1/11/13	64117		Melody	Melody	familiar with relay.	1/11/2013	satisfied.	Miscellaneous
					numbers because some are not		to management. Customer was	Technical Complaints -
					more publicity with 800		stated that it would be forwarded	
					that the company should do		customer for their feedback and	
					days. Customer also stated		Customer Service thanked the	
					been experiencing technical difficulties for the past two		the service and how it works.	
							public, but unfortunately there are still people who are unaware of	
					Customer stated OPRs have		the relay continues to educate the	
							Customer Service explained that	
							test calls, which was refused.	
							Customer Service offered to place	

							_	<u>, </u>
							Customer Service apologized and	
							thanked the customer for their	
							feedback. Customer Service stated	
							that the information would be	
							forwarded to management.	
							Customer was satisfied.	
							Information was forwarded to	
							management and further	
							monitoring of trainees	
							continues. Refresher training has	
					Customer stated that Hamilton		occurred with all OPRs.	
					is doing an excellent job but		Monitoring has occurred and	
					feels the current trainees need		OPRs are handling calls according	
					more practice. Customer stated		to policy. Customer was	Service Complaints -
1/17/13	64051		Melissa	Melissa	the OPRs are slower.	1/17/2013	satisfied.	Miscellaneous
1/11/13	04031		Menssa	Menssa	the OFRS are slower.	1/17/2015	I .	Wisceralieous
							Customer Service apologized for	
							her experience and thanked the	
							customer for their feedback.	
							Customer Service stated that the	
							information would be forwarded	
					Customer stated that Hamilton		to management. Refresher training	
					is doing a excellent job but		has occurred with all OPRs.	
					feels the current training class		Monitoring has occurred and	
					needs more practice with the		OPRs are handling calls according	
					veteran OPRs. Customer stated		to policy. Customer was	Service Complaints -
1/17/13	64052		Melissa	Melissa	the OPRs are slower.	1/17/2013	satisfied.	Miscellaneous
							Customer Service stated the	
							customer's request for an	
					Customer stated that the		expansion to the profile would be	
					profiles need to be expanded to		forwarded to management. An	
					accommodate more		expansion is not possible at this	
					information. Customer		time. Customer Service requested	
					expressed concern over the		call information in regards to the	
					amount of static that is on the		static issue. Customer refused to	
					line when she dials directory		provide call information and	Service Complaints - Speech to
1/17/13	64053		Tina	Tina	assistance.	1/17/2013	disconnected.	Speech Call Handling Problems
							Customer Service apologized and	
							explained that the OPR would be	
							counseled. OPR was counseled.	
							OPRs headset was checked and	
					Customer stated that the OPR		discovered that it was working	Service Complaints - Speech to
1/17/13	64056	9075	Melissa	Melissa	could not hear them clearly.	1/17/2013	properly. Customer was notified.	Speech Call Handling Problems
1/11/13	04050	7013	141011554	1v1C1155a	could not near them eleatry.	1/11/2013	property. Customer was notified.	Specen Can Handing Hobienis

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							Customer Service apologized	
							requested further information.	
							Customer did not provide details.	
							Customer Service stated the OPR	
							would be counseled. Monitoring	
							has occurred and OPR is handling	
					Customer stated the OPR did		calls according to policy.	Service Complaints - Speech to
1/17/13	64817	9061	Michelle	Michelle	not follow procedure.	1/17/2013	Customer was satisfied.	Speech Call Handling Problems
1/17/13	04017	7001	WHEHEHE	Whenene	Customer stated that the OPR	1/11/2013	Customer was satisfied.	Specen Can Handring 1 Toblems
					dialed the incorrect number.			
					Customer placed a call to the			
					hospital and the OPR informed			
					them the number was not in		Customer Service apologized and	
					service. Customer requested		forwarded information to the	
					the number be redialed, but the		technical department. The	
					OPR did not respond for		technical department discovered	
					twenty minutes. Customer		that the OPR had dialed a second	
					requested a Supervisor, who		time and was communicating with	
					did not identify with their		the customer, until the customer	
					name. Customer hung up and		disconnected. Supervisor	
					dialed Customer Service		was counseled to provide their	Service Complaints - Speech to
1/18/13	64133	1302	Melissa	Melissa	directly.	1/18/2013	name. Customer was notified.	Speech Call Handling Problems
							Customer Service apologized and	
							stated the OPRs would be	
							counseled. OPRs were counseled.	
							Monitoring has occurred and	
					Customer stated the CAs did		OPRs are handling calls according	
		9013 &			not follow proper procedure		to policy. Customer was	Service Complaints - Speech to
1/18/13	65012	9075	Tina	Tina		1/18/2013	satisfied.	
1/16/13	03012	9073	Tilla	Tilla	when processing a call.	1/10/2013		Speech Call Handling Problems
							Customer Service stated that they	
							could not provide the information.	
							Customer became irate and began	
							making threats. Center Manger	
					Customer requested the relay		reported the threats to the	Service Complaints -
1/22/13	64298		Melissa	Melissa	center's address.	1/22/2013	authorities.	Miscellaneous
							Customer Service apologized and	
							stated that the OPR would be	
							counseled. OPR was counseled.	
							Monitoring has occurred and OPR	
					Customer stated that the OPR's		is handling calls according to	Service Complaints - Speech to
2/7/13	65844	1264F	David	David	voice sounds horrible.	2/7/2013	policy.	Speech Call Handling Problems

		1		1	1	I		
							Customer Service apologized and	
							discovered that the workstation	
							froze up at the time of the transfer	
					Customer stated that it takes a		to Customer Service. Customer	
					long time to be transferred to		Service notified the customer and	
					Customer Service and when		explained that they were unable to	
					connected, the Customer		communicate at the time of the	
					Service representative will not		issue. Customer Service stated the	
					answer in TTY and disconnect.		OPRs would be counseled. OPRs	
					Customer also stated that two		were counseled. Monitoring has	
		1290			different OPRs refused to get		occurred and OPRs are handling	Service Complaints -
2/10/13	65607	1224	Mandy	Mandy	their Supervisor.	2/10/2013	calls according to policy.	Miscellaneous
			,		<u> </u>		Customer Service forwarded	
							information to the technical	
							department. Technical department	
							discovered that the OPR had	
							disconnected the first call where	
							the dictation had occurred and	
							dialed back into Speech to Speech.	
					Customer requested an update		Customer Service explained that	
					to their profile, but the OPR		information is not saved after the	
					did not have the information		call has disconnected, due to	
					ready for Customer Service.		confidentiality. Customer Service	
					Customer stated information		further explained that the OPR	
		9075,13			was provided to the previous		was handling calls according to	Service Complaints - Speech to
2/15/13	66262	20	Keith	Keith	OPR before transferred.	2/15/2013	policy. Customer hung up.	Speech Call Handling Problems
2/13/13	00202	20	Keitii	Ketui	of K before transferred.	2/13/2013	Customer Service apologized and	Speceri Can Tranding 1 Toblems
					Customer stated when placing		explained that monitoring will	
					calls early in the morning they		occur more frequently to ensure	
					encounter problems with OPRs		calls are being handled occurring	
					beginning with 1's 2's and 9's.		to policy. Monitoring has	
					Customer expressed that the		occurred and OPRs are handling	
					OPRs do not know how to		calls according to policy.	
					process her calls correctly.		Continued refresher training has	
24040	66050		3.5.11	3.6.11	Customer also said that the	2/10/2016	occurred for OPRs and	Service Complaints - Speech to
2/19/13	66073		Melissa	Melissa	Supervisors are inconsistent.	2/19/2013	Supervisors to ensure quality calls.	Speech Call Handling Problems
							Customer Service apologized and	
							forwarded information to the	
							technical department. The	
							technical department discovered	
					Customer stated that the OPR		that the OPR did not disconnect	Service Complaints - Speech to
2/20/13	66098	1337	Tina	Tina	hung up on them.	2/20/2013	the call. Customer was notified.	Speech Call Handling Problems

			1	1			C	
							Customer Service apologized and stated that the OPR would be	
							counseled on voice mail	
					C ODD I''		procedure. OPR was counseled.	
					Customer stated the OPR did		Monitoring has occurred and OPR	
		1400			not follow their voice mail	2/24/2012	is handling calls according to	Service Complaints - Speech to
2/21/13	66137	4188	Melody	Melody	instructions.	2/21/2013	policy. Customer was notified.	Speech Call Handling Problems
							Customer Service apologized and	
		1337,					stated OPRs and Supervisors	
		1320			Customer stated that the OPRs		would be counseled. OPRs and	
		and			are rude and do not follow		Supervisors have been counseled.	
		Sups			instructions. Customer stated		Monitoring has occurred and	
		Whitney			that the Supervisors refuse to		OPRs and Supervisors are	
		and			hold for a female OPR to		handling calls according to policy	Service Complaints - Speech to
2/27/13	66551	Chuck	Tina	Tina	become available.	2/27/2013	of holding for three minutes.	Speech Call Handling Problems
							Customer Service apologized and	
							stated the OPR would be	
					Customer stated the OPR		counseled. OPR has been	
					typed "message left" during		counseled. Monitoring has	
					her relay call, but the customer		occurred and OPR is handling	
					did not request to leave a		calls according to policy.	Service Complaints - OPR
3/4/13	66939		Eric	Eric	message.	3/4/2013	Customer was notified.	Accuracy/Spelling/Verbatim
							Customer Service apologized and	
							explained that both OPRs would	
							be counseled. Both OPRs were	
							counseled and will be monitored	
							frequently. Information was	
					Customer stated one OPR did		forwarded to the technical	
					not provide their OPR number		department. The technical	
					and another OPR did not		department discovered an issue	
		1192F			respond after inquiring over		with the audio, which has been	Service Complaints - Speech to
3/9/13	67335	1220M	Jessica	Jessica	and over are you there.	3/9/2013	resolved. Customer was notified.	Speech Call Handling Problems
					y		Customer Service apologized and	6
							stated that the OPR would be	
							counseled. OPR was counseled.	
					Customer stated that the OPR		Monitoring has occurred and OPR	
					mimicked them and had a bad		is handling calls according to	Service Complaints - Speech to
3/13/13	67463	9035	Melissa	Melissa	attitude.	3/13/2013	policy. Customer was notified.	Speech Call Handling Problems
3/13/13	37-103	7033	1,1011554	1,1011550	attitudo.	5/15/2015	ponej. Customer was notified.	Special Cult Hundring Hoolems

		1	1				0 . 0 . 1 . 1 . 1	
							Customer Service apologized and	
							stated that the information would	
					Customer stated that the OPR		be forwarded to management.	
					has a vendetta against them		Investigation of this revealed that	
					and keeping their confidential		there was no information retained.	Service Complaints - Speech to
3/13/13	67469	1337	Melissa	Melissa	information.	3/13/2013	Customer was notified.	Speech Call Handling Problems
							Customer Service apologized and	
							stated OPR would be counseled.	
							OPR has been counseled.	
							Monitoring has occurred and OPR	
					Customer stated that the OPR		is handling calls according to	Service Complaints - Speech to
3/16/13	67725	1266f	Eric	Eric	was not speaking clearly.	3/16/2013	policy. Customer was notified.	Speech Call Handling Problems
							Customer Service apologized and	-
							stated OPR would be counseled.	
					Customer stated that they OPR		OPR has been counseled.	
					does not understand her voice		Monitoring has occurred and OPR	
					and the OPR does not speak		is handling calls according to	Service Complaints - Speech to
3/25/13	68042	1266	Melissa	Melissa	clearly.	3/26/2013	policy. Customer was notified.	Speech Call Handling Problems
					,		Customer Service apologized and	
							stated information would be	
							forwarded to management.	
							Customer hung up before	
					Customer stated the OPRs are		providing other call information.	
		1266,			not following her directions		Information was forwarded to	
		1337 &			and they do not speak to her at		management and OPRs continue	Service Complaints - Speech to
3/25/13	68401	3040	Michelle	Michelle	the beginning of the call.	3/25/2013	to be monitored frequently.	Speech Call Handling Problems
3/23/13	00.101	30.10	TVIICIICIIC	Wilchene	the beginning of the curr.	3/23/2013	Customer Service explained that	Special Carr Francisco Francisco
							the OPRs will not discontinue the	
							rings unless instructed to do so.	
							Customer Service also explained	
							that the OPRs do not have	
							control over the duration of time a	
							phone will ring. Monitoring has	
							occurred and OPRs are handling	
							calls according to policy. The	
					Customer stated that OPRs are		technical department reviewed	
							calls to ensure that calls were not	
					not willing to have the phone			Samias Complaints Smaash to
2/26/12	60102		E.i.	E.i.	ring long enough, before	2/26/2012	disconnected. Customer	Service Complaints - Speech to
3/26/13	68183		Eric	Eric	disconnecting the call.	3/26/2013	understood.	Speech Call Handling Problems

4/11/13	69252	4072	Melissa	Melissa	Customer stated the OPR dialed the wrong number because they reached an answering machine.	4/11/2013	Customer Service apologized and discovered that the call had been monitored at the time. The customer provided an incorrect number. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
4/12/13	70140		Michelle	Michelle	Customer stated that they continue to have issues with OPRs through the relay.	4/12/2013	Customer Service apologized and forwarded the information to management. Continued monitoring has occurred and OPRs are handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
4/14/13	69472		Melissa	Melissa	Customer stated that Customer Service had not updated their profile with the requested changes.	4/14/2013	Customer Service reminded the customer, that there have been several discussions with the customer to explain that the profile has exceeded the limitation of data allowed. Customer was advised that they would need to delete something to make changes. Customer disconnected.	Service Complaints - Speech to Speech Call Handling Problems
4/16/13	69492	1266	Melissa	Melissa	Customer stated that the OPR did not speak clearly.	4/16/2013	Customer Service apologized and stated the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
4/17/13	69657		Ryan	Ryan	Customer stated that the Supervisor does not know the correct policy. Customer stated that they should be allowed to hold three minutes. Customer also complimented an OPR.	4/17/2013	Customer Service apologized and stated that the Supervisor would be counseled for not following policy. Supervisor was counseled on the proper procedure. Customer Service thanked the customer for the compliment and forwarded to management. Customer was satisfied.	Service Complaints - Speech to Speech Call Handling Problems
4/30/13	70954	1266	Melissa	Melissa	Customer stated that the OPR did not speak clearly.	4/30/2013	Customer Service apologized and stated the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints-Poor Vocal Clarity/Enunciation

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							Customer Service apologized and	
							explained that there was no	
							information to type, as the	
							terminating party had placed the	
							OPR on hold. OPR continued to	
							send the message stating	
							"holding" to the customer.	
					Customer stated the OPR		Monitoring has occurred and OPR	
					asked them to hold, but the		is processing calls according to	Service Complaints -
5/2/13	71260	1290	David	David	OPR should have been typing.	5/2/2013	policy. Customer was notified.	Miscellaneous
							Customer Service attempted to	
					Customer stated they dislike		gather additional information.	Service Complaints - Speech to
5/6/13	71414		Jody	Jody	the OPRs.	5/6/2013	Customer hung up.	Speech Call Handling Problems
				j			Customer Service apologized and	
					Customer stated that the OPR		explained that there was a	
					did not respond after inquiring		technical issue with the	
					several times if they were		workstation. Issue was resolved	Service Complaints - Speech to
5/11/13	71734	1184	Mandy	Mandy	there.	5/11/2013	and customer was notified.	Speech Call Handling Problems
					Customer stated that the OPR		Customer Service apologized and	
					has a thick accent and could		stated that the OPR would be	
					not be understood. Customer		counseled. OPR was counseled.	
					stated that the OPR did not		Monitoring has occurred and OPR	
					understand what she is saying		is handling calls according to	Service Complaints - Speech to
5/15/13	72102	1266	Jody	Jody	either.	5/15/2013	policy. Customer was notified.	Speech Call Handling Problems
							Customer Service apologized and	
							explained that the OPR is able to	
							hold for three minutes, but that	
							there was not another OPR	
1							available at that time. Customer	
					Customer stated the OPR does		Service also stated that the OPR	
					not process their calls correctly		would be counseled. OPR was	
					and requested an alternate		counseled. Monitoring has	
					OPR. Customer stated the		occurred and OPR is handling	
1					Supervisor would not allow		calls according to policy.	Service Complaints - Speech to
5/17/13	72098	1337	Jody	Jody	them to hold for another OPR.	5/17/2013	Customer was notified.	Speech Call Handling Problems
3/11/13	12090	1337	Jouy	Jouy	them to hold for allother OPK.	3/11/2013	Customer was nounted.	Speccii Can rianuning Problems